

MOTION BY SUPERVISOR GLORIA MOLINA

August 5, 2003

I commend the Department of Children and Family Services (DCFS) for integrating the concept of risk management through corrective action plans and roundtables, as we initially established them in the Health Department. Review of negative outcomes, as close to the incident as possible, has proven cost effective and efficient in preventing future loss prevention.

Proactive approaches in risk management are particularly important within DCFS because we ensure more safety of children and their placements. As we know, Dr. David Sanders has identified the safety of children in placement as one of his top priorities.

Many years ago, I introduced a motion to encourage this County to duplicate the corrective action plan process and review of negative outcomes Countywide. I am pleased to report that County Counsel and the Risk Manager Inspector General have assisted us to implement these measures, along with the roundtable concept, which involves County Counsel, DCFS staff, and risk management staff in conducting objective reviews of negative outcomes well before they become legal claims or lawsuits.

Based on the Health Department experience we know that certain issues, like inadequate documentation arise repeatedly. The lack of a medical record, fetal monitoring strip or DCFS case file can and has created huge liabilities for this County.

In an effort to support the Department with effective risk management techniques without having to “reinvent the wheel”, I suggest the Department consider duplicating

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Molina _____

Yaroslavsky _____

Knabe _____

Antonovich _____

Burke _____

processes that have proven effective in other departments or units, such as MacLaren.

I, THEREFORE, MOVE that:

The Director of the Department of Children and Family Services, would input from the Chief Information Officer;

1. Report back on September 9 regarding their efforts to create a more efficient case file with an efficient file retrieval system. Please consider the model used at MacLaren where a Plan of Care was created that included a child's family, medical, educational and placement history, as well as how all needs would be met for every child. Please report on the feasibility of implementing the "Plan of Care" model on September 9. A sample is attached; and
2. DCFS shall consider the implementation of a negative outcome reporting system, whereby DCFS social workers report any problem within 24 hours to DCFS Administration that might impact the safety of the child and create potential liability for the County. Attached please find current DHS form and protocol. Please report on the feasibility of such a system on September 9; and
3. Every Social Worker is required to enter each case into a computer database. DCFS shall conduct an audit of this mandate. Please report on the feasibility of this proposed audit September 9, with a proposed auditing tool and time frame of such an audit, in an effort to ensure that all children's records are properly entered into State—mandated computer systems.
4. Please report on a quarterly basis to the Board, County Counsel, and the Risk Manager Inspector General any recurring risk management issues, such as inadequate documentation, in an effort to analyze and implement systemic changes to ensure the safety of children in every placement.

MMA/sf